



Trust Housing Association Ltd

Job Description

POST:
Housing Care Worker

LOCATION:
Development Based

PURPOSE OF JOB

To assist in the provision of Housing with Care, by ensuring tenants are provided with the means to maintain independent tenancies in a warm, friendly and safe environment. To directly support tenants in their homes by providing individual advice, practical housing support assistance, direct personal and emotional care.

The principal accountabilities are, as part of the team, to ensure that all services are delivered flexibly, innovatively and in a responsible manner. The key tasks are to provide practical assistance to achieve outcomes that relate to maintaining the independence, welfare and dignity of the tenants.

MAIN DUTIES & ACTIVITIES

Provide a sensitive, efficient support and care service in line with Trust policies and procedures.

To ensure implementation of the aims and objectives of the development, with particular emphasis on assisting both tenants and staff.

To maintain the highest standards of support and care for tenants.

To ensure tenants can maximise their independence, choice and individual rights.

To be aware of and comply with Health and Safety matters at all times.

To implement procedures for dealing with emergencies.

As directed by the Housing Care Manager or Senior Housing Care Worker, liaise with other agencies, the community, social work departments and primary health care services.

TENANCY ISSUES AND RELATIONSHIPS

With the guidance of the Housing Care Manager provide advice and assistance to tenants in relation to:-



Encourage tenants to live independently as far as possible.

Providing all agreed housing support tasks and personal care requirements.
All landlord activities including home maintenance.

Promoting a good community spirit and to promote tenant involvement in the management of the development.

Being a named worker, maintain regular contact specific to tenants care and personal plans, contribute to ongoing monitoring, and review processes.

TENANT SUPPORT

To implement individual tenant's support and care plans and contribute to ongoing monitoring and review process.

To ensure at all times that support and care practice is non-discriminatory and that resident's personal beliefs and preferences are appropriately acknowledged.

To be aware of, and responsive to, the needs of older people with mental health problems e.g. Dementia.

To work in partnership with the tenant to ensure that their practical housing support and care needs are met.

Offer reassurance in relation to assistive technology with the tenant's home.

To provide personal care as identified in the individual care plan by, for example:-

Assisting with dressing/undressing.

Assisting with personal hygiene and appearance including bathing, shaving, nail cutting. Where appropriate, to assist tenant to use specialist equipment.

Assist with transfers to/from bed and chair, using specialist equipment where necessary.

Assist/support/supervise where mobility needs are identified.

Contribute to the management of continence (this may include catheter and stoma care).

Enable tenants to eat and drink.

Administration of medicine in accordance with service guidelines.

Contribute to the care of a deceased person.

To maintain written records as required.

To undertake sleepover duties and while doing so, respond to any short-term care where required.

OTHER DUTIES AND RESPONSIBILITIES

Participate in staff meetings/briefings.

To undertake training and personal development and supervision.

To participate in regular performance meetings with the Housing Care Manager.

To communicate effectively at all times in relation to tenants' needs.

To be willing to provide cover for staff absences.

Testing equipment as necessary, including the call systems.

To undertake duties and responsibilities in accordance with the scope of the Housing Care Worker and tenant needs.

EQUALITY, DIVERSITY AND INCLUSION (EDI)

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

REPORTING ARRANGEMENTS

The post holder will report to the Housing Care Manager however during evening shifts support will be available from Trust Out of Hours.



PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication skills to be able to liaise and negotiate with internal/external colleagues and tenants.	✓	
Previous experience in a care related service	✓	
Excellent written and verbal communication skills; basic numeracy skills.	✓	
The ability to use a computer in a windows environment, in particular Microsoft outlook, word and excel.	✓	
Ability to deal with challenges in a calm and efficient manner	✓	
Education, Qualifications, Training & Development	Essential	Desirable
SVQ Level 2 or 3 – Health & Social Care		✓
Experience in the administration of medication, safer people handling, and any other training relevant to the post.	✓	
Willingness to undertake appropriate training for the post.	✓	
Other factors and attributes	Essential	Desirable
Satisfactory references and PVG Application	✓	
Experience of and empathy with issues affecting older people, customers in general.	✓	
A highly flexible approach and willingness to contribute to the success of the development.	✓	
Able to demonstrate a clear understanding, personal commitment and positive approach to the values and vision of the Association to deliver an effective and valued service to our customers.	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Signed _____

Dated _____

Print Name _____